ADDENDUM 7 TO APPENDIX 6 TO SCHEDULE 3.3
TO THE
COMPREHENSIVE INFRASTRUCTURE AGREEMENT

ENTERPRISE HANDHELD SERVICES

STATEMENT OF TECHNICAL APPROACH

Statement of Technical Approach for Enterprise Handheld Services

Enterprise Handheld (EH) Services are an enterprise-wide solution that will allow for any Eligible Customer receiving Vendor's standard Messaging Services through COV Enterprise email to have the capability of accessing specific resources within COV which includes e-mail, calendar, contacts and Intranets within the COV environment.

EH Services will allow for handheld devices to connect to the COV Exchange environment and other services as stated above.

Technical Approach for Enterprise Handheld Services – Blackberry

The Vendor provides the capabilities of EH Services for Blackberry handheld devices for the Commonwealth in order to establish a secure connection to COV Exchange and other services supported by Research In Motion (RIM). End-User Blackberry handheld devices will connect to the Enterprise Messaging platform via Vendor's Blackberry Enterprise Server(s). Access to the COV Domain Messaging Infrastructure by End-Users will require the following:

➢ Data usage plan through Commonwealth–approved wireless service provider.
➢ RIM supported Device (e.g. Blackberry).
➢ Deployment of a Client Access License (CAL) on Vendor's servers located at the CESC and SWESC Data Center(s). The requisite number of CAL's will be procured by Vendor and assigned to the appropriate Eligible Customer in the "Mobile Messaging CAL Tracker" database.

Additional information on EH Services for Blackberry can be found in Addendum 5 to Appendix 6 to Schedule 3.3 (Technical Approach).

Technical Approach for Enterprise Handheld Services – non-Blackberry

Vendor provides the capabilities of EH Services for non-Blackberry handheld devices to the Commonwealth in order to establish a secure connection to COV Exchange, e-mail, calendar, contacts and Intranets within the COV environment via a Good Technology infrastructure. End-User access to the COV domain will require the following:

➢ Data usage plan through Commonwealth-approved wireless service provider.
➢ Enabling software installed on the non-Blackberry handheld device.
➢ Deployment of a Client Access License (CAL) on Vendor's servers located at the CESC and SWESC Data Center(s). The requisite number of CAL's will be procured by Vendor and assigned to the appropriate Eligible Customer in the "Mobile Messaging CAL Tracker" database. A CAL is required for additional devices to be subscribed to EH Services. CAL's are floating perpetual licenses which may be transferred to other compatible devices as individual End-Users change. Vendor shall not provide or support the software that must be applied to each wireless handheld device as part of EH Services nor shall it track the deployment of such software.

EH Services for non-Blackberry handheld devices will allow for separation of Commonwealth data from personal End-User data by confining the data belonging to the Commonwealth within the Good Technology application. Features of EH Services for non-Blackberry handheld devices include:

➤ Separate personal and Corporate email access
➤ Separate browser capability
➤ A Commonwealth focused management policy without ownership of device

Vendor's environment for EH Services for non-Blackberry handheld devices will consist of multiple servers in the CESC and SWESC Data Center(s) with a monitoring server for administrative maintenance and management capabilities to be performed by Vendor such as:

➤ Ongoing encryption of Data in transit.
➤ Remote Lock and Wipe capabilities
➤ Enforcement of standard Commonwealth password policies.

Figure 1, below, provides an overview on how EH Services for non-Blackberry handheld devices will be configured for use within the Commonwealth.
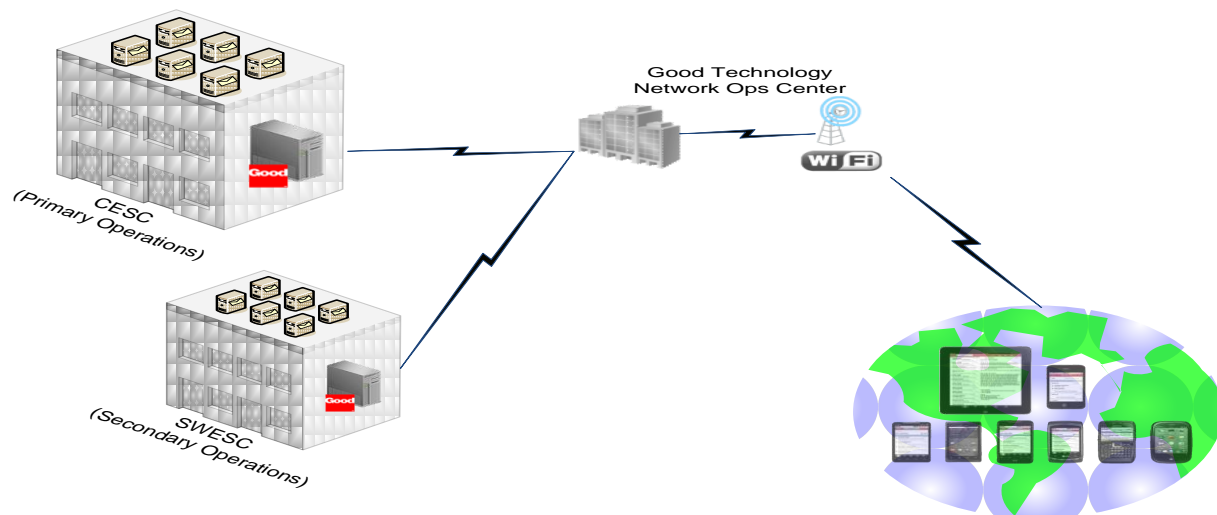

Figure 1 Enterprise Handheld Services – non Blackberry Diagram

Technical Assumptions for Enterprise Handheld Services

➤ End-Users are subscribed to Vendor's Standard Messaging Services.
➤ End-Users requesting EH Services for non-Blackberry handheld devices can download the required enabling software or application via the mobile device application store (e.g. App Store or Marketplace).

➢ End-Users have a wireless service provider data plan to support connection to Enterprise Handheld servers.

➢ End-User is responsible for backup and restore of personal data on handheld device.

➢ Vendor does not manage personal data.